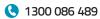
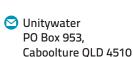
Concealed Leak Allowance Request



📶 (07) 5431 8288



O Unitywater

customer.service@unitywater.com

What is this form for?

This form is for Unitywater's eligible customers who have had a concealed leak on their property and wish to apply for a partial allowance for excess usage charges, calculated by Unitywater according to its Concealed Leaks Policy.

What is a concealed leak?

A concealed leak is a hidden leak that occurs when pipework servicing a customer's property cracks or breaks. Concealed leaks can occur within walls, underground, or underneath a building or driveway. They are hidden from view and difficult to detect or locate. Unitywater's Concealed Leaks Policy helps eligible customers to recoup some of the unusually-high usage charges associated with a proven concealed leak on their property.

The Concealed Leaks Policy does not apply to water loss from:

leaking taps, toilet cisterns, hot-water systems or other water appliances

C unitywater.com

- faulty plumbing or human error resulting in the filling of a rainwater tank
- property sprinkler or other irrigation systems
- swimming pools, spas, ponds and other outdoor water features, or their related fittings.

For more information, please read Unitywater's Concealed Leaks Policy on our website at unitywater.com/concealed-leak-allowance

Am I eligible? If you are unable to tick all the boxes on this checklist, you are not eligible to apply.

1	I am the owner of the property or the authorised person on the account.
2	I can confirm the leak was a concealed leak on my property.
3	I have had the leak permanently repaired, preferably by a licensed plumber.
4	I have enclosed the plumber's invoice (or Statutory Declaration if not repaired by a licensed plumber) detailing the particulars of the repair.

If you have further questions, please contact us online at unitywater.com/contact-us or call us on 1300 086 489

How does Unitywater calculate the allowance?

Unitywater examines your billing history to calculate your daily average usage, looking at the same billing period no further than 12 months prior to the leak. We then look at the bill/sthat recorded the leak to calculate the amount of excess water usage. We then calculate the allowance as being 70% of the excess water usage charges and 100% of the excess sewerage usage charges. This is applied as a credit on your account.

FOR EXAMPLE:

Your Unitywater bill water usage charges are normally \$200 Now (with a concealed leak) the charges are \$600 \$600 minus \$200 = \$400 70% of \$400 = \$280

The allowance you'll get back = \$280 (plus 100% excess sewerage usage charges if applicable)

IMPORTANT NOTE YOU CAN ONLY REQUEST THIS CONCEALED LEAK ALLOWANCE FOR EXCESS WATER USAGE ONCE PER PROPERTY, PER OWNER, EVEN IF YOU GET A BIGGER LEAK IN THE FUTURE.

Please select the excess usage charges you wish to apply for in this application.

Excess Water Charges (ONCE-OFF)

Excess Sewerage Charges

If applying for excess water charges, do you still want to proceed with this request if the allowance you get back is less than \$100?

Yes
No

Document No: F8669

Revision No: 26 Last Review Date: 03/10/2023 (Minor amend 13/05/2024)

Next Review Date: 03/10/2024

Page 1 | 2

PAGE 2

Concealed Leak Allowance Request

Your details	
Name	
Postal address	
Suburb	State Postcode
Best contact number	
Email	
Are you a Pensioner?	Yes No Do you represent a not-for-profit organisation? Yes No
Details of the property	where the concealed leak occurred
Unitywater	
Account Number Street address	
Suburb	State Postcode
Real property description	n (if known) Lot Plan Plan
Repair details	
Plumber's Name	
Plumber's Licence Number	Date of repairs
Specific location of leak	
	ed by a licensed plumber, please attach to this form a Statutory Declaration detailing where the leak ne aware of the leak, when the leak was repaired, who it was repaired by and how the repair was made.
occurred, when you becan	ne aware of the leak, when the leak was repaired, who it was repaired by and now the repair was made.
Read your meter	
Please take a reading of y	our water meter. Watch our 'How to read your meter' video at <u>unitywater.com/reading-your-meter</u>
Read number (kilolitres or	
	(Also printed on your bill)
If you do not provide a me	ter reading, we will need to send someone out to take the reading and this may delay your request.
Declaration	
l declare that the inform	ation I have provided is true and correct.
, , , , , , , , , , , , , , , , , , , ,	d, I acknowledge a leak allowance will be applied to my property once only, while I am the
owner of that property.	
By submitting this applic anyone else.	cation, I acknowledge that Unitywater may not cover me if I claim my loss or damage from
Owner/authorised persor	i's name
Owner/authorised persor	's signature Date
What happens next?	
	eted form via email to <u>customer.service@unitywater.com</u> or post to PO Box 953 Caboolture QLD 4510.
	rded to the Metering Team for review.
	d, we will send you a letter advising you of the credit amount, along with an extended due date for payment of your bill. pproved, we will advise you in writing
 If your application is not a 	
Privacy statement: Unitywater is coll	ecting your personal information for the purpose of providing the requested service. The collection of this information is authorised under

Document No: F8669 Revision No: 26 Last Review Date: 03/10/2023 Next Review Date: 03/10/2024 (Minor amend 13/05/2024)

the Water Act 2000. Your information will not be given to any other person or agency unless required by law or we have your permission in writing.

O Unitywater